

Position Description

Media Supervisor Advanced - Operations Center Manager

Educational Communications Board

Position Summary

This position serves as the Operations Manager for the Operations Center of ECB's Division of Engineering. Primary responsibilities include: Supervision of Operations Staff assigned to operating shifts, recommendations for hiring, discipline and performance evaluations. Developing and coordinating operations staff schedule and procedures.

Goals and Worker Activities

60% A. Supervise assigned staff and technical operations within and related to the ECB Operations Center.

A1. Lead the development of and deliver staff training around new equipment, procedures and techniques.

A2. Coordinate with Maintenance and Operations system troubleshooting and technical improvements.

A3. Refine operations procedures.

A4. Supervise and/or provide event planning for satellite uplinks or other complex events.

A5. Supervise, track, delegate and/or correct operational discrepancies.

A6. Develop staff work schedules plus approve shift changes and overtime as required.

A7. Recommend hiring, discipline and performance evaluations

A8. Schedule regular meetings of the Operations Center staff in order to review current operations and present new information as required.

30% B. Administrative Duties

B1. Update and improve the existing Technical Operating Instructions.

B2. Coordinate staff development progressive advancement plan.

B3. Provide primary after-hours support by remaining available 24/7 for telephone consultation and management of critical on-air operations.

B4. Train selected staff to serve as backup in performing Operations Manager duties.

B5. Oversee all logging, tower light observations, closed captioning compliance and other necessary operations to maintain compliance with FCC rules.

B6. Oversee and coordinate scheduling and operation of satellite downlink and uplink operations.

B7. Provide reports, documents and other administrative duties as assigned.

B8. Maintain cordial and positive relationships with UWEX partners, including frequent communications as required with both Wisconsin Public Television and Wisconsin Public Radio concerning changes or modifications to Operations Center policies and procedures.

B9. Establish relationships with PBS and NPR personnel to insure consistent communications with them.

10% C. Operations Shift Responsibilities

C1. Perform Master Control Transmissions or Ingest shifts when necessary or assigned.

C2. Monitor and correct inbound and outbound signals (audio, video and data) to maintain the highest technical standards and FCC compliance.

C3. Complete proper and timely record, playback and databasing of all programs on video servers and videotape machines.

C4. Operate and optimize satellite downlink equipment for program feeds.

C5. Monitor, adjust and oversee correction of all OC environmental, safety and security issues.

C6. Monitor, log report and correct all required tower light, FCC, EAS and operations information to maintain compliance.

C7. Operate and monitor all satellite equipment within TOI and FCC regulations for uplink and downlinks.

C8. Complete all program and transmitter logs and other documents.

Knowledge, Skills and Abilities Required

1. Strong ability to lead in a team environment
2. Knowledge of broadcast TV master control operations
3. Ability to provide direction and supervision to shift engineers/operators on a 24/7 basis
4. Extensive knowledge of audio and video operating standards
5. Ability to perform complicated tasks under time pressure
6. Ability to provide extreme attention to detail
7. Effective written and verbal communication skills
8. Computer skills to Microsoft Office products
9. Ability to work independently with effective prioritization and time management skills

Special Requirements:

- This position requires a variable, non-traditional work schedule including nights and weekends.